Senior Business Process Engineer - Institutional Portfolio Management

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Type: Full-Time
Salary: $97,100 - $145,600 per year
Posted: 57 days ago
Category: Business and Financial Services; +1 Software Engineer/Programmer
Military
Job Type: Full time

Job Number: JR-023399

Location: Salt Lake City Office
If you're passionate about building a better future for individuals, communities, and our country-and you're committed to working hard to play your part in building that future-consider WGU as the next step in your career.

Driven by a mission to expand access to higher education through online, competency-based degree programs, WGU is also committed to being a great place to work for a diverse workforce of student-focused professionals. The university has pioneered a new way to learn in the 21st century, one that has received praise from academic, industry, government, and media leaders. Whatever your role, working for WGU gives you a part to play in helping students graduate, creating a better tomorrow for themselves and their families.

The salary range for this position takes into account the wide range of factors that are considered in making compensation decisions including but not limited to skill sets; experience and training; licensure and certifications; and other business and organizational needs.

At WGU, it is not typical for an individual to be hired at or near the top of the range for their position, and compensation decisions are dependent on the facts and circumstances of each case. A reasonable estimate of the current range is:

Grade: Professional 311 Pay Range: $97,100.00 - $145,600.00
Job Description

Ready to transform the future of higher education at WGU through the power of business process?

At Western Governors University (WGU), we're building the systems and processes that make high-quality and affordable education accessible to everyone. Join us as we shape the future of WGU-and the lives of over 180,000 students-by engineering the business processes that power our mission.

About the Institutional Portfolio Management (IPM) Department

The IPM department is part of the CFO org and is responsible for driving strategic execution and transformation across the WGU System. We manage portfolios of enterprise initiatives that align with WGU's 5-Year Strategic Plan-connecting strategy to action. Our work enables leaders to execute bold, system-wide change by:

- Designing innovative business processes that improve productivity and scale.
- Building enterprise capabilities in Agile Innovation, Portfolio Management, and Rapid Technology Development.
- Identifying and mitigating enterprise risks while driving cost efficiency and waste reduction.

We're not just a tactical function-we're strategic enablers, trusted advisors and transformation partners.

About the Business Process Engineering (BPE) Team

The Business Process Engineering team is redefining operational excellence and future proofing how we innovate at WGU. Our mission is to transform how the institution operates, end to end, so we can better serve our students and empower our people. Every project we lead directly enhances the student and employee experience-driving innovation, clarity, and sustainable growth across the institution. We deliver measurable outcomes by:

- Optimizing enterprise operations to improve productivity, scalability, and student outcomes.
- Engineering processes that enable growth, innovation, and operational efficiency across all institutional functions.
- Architecting a robust business process ecosystem framework in order to evolve WGU's BPM maturity to the next level.

The Role: Senior Business Process Engineer

As a Senior Business Process Engineer, you'll sit at the intersection of strategy, innovation, and impact. This is not a back-office process role. It's a chance to architect the systems that will power how 180,000+ students learn, thrive, and graduate.

You'll lead some of WGU's most critical enterprise initiatives, including building our next-generation Business Process Management (BPM) system of record and driving the maturity of process standards across the university. From enrollment to graduation, you'll own full end-to-end student journey domains - designing, optimizing, and continuously improving them. And because our process ownership rotates, you'll gain a unique opportunity to see how the business functions holistically and shape how an entire university operates end-to-end.

If you're passionate about driving clarity in complexity, influencing executives, and building systems that unlock scale and innovation, this role offers the freedom, visibility, and purpose you've been looking for.

What You'll Do

- Lead transformation projects such as WGU's BPM maturity evolution - moving from Lucid to SAP Signavio to establish a centralized source of truth for all university processes.
- Own and optimize entire student journey domains, taking accountability for 1-2 areas at a time and delivering measurable improvements in efficiency, quality, and outcomes.
- Shape enterprise alignment, partnering with leaders in EdTech, Finance, and Institutional Analytics to create a unified, forward-looking process portfolio and strategy.
- Harness analytics and AI to uncover process insights and create a nimble architecture that accelerates decision-making and execution.
- Influence at the highest levels, presenting findings and recommendations to executives while driving buy-in across stakeholders.
- Facilitate cross-functional workshops that clarify what's broken, surface opportunities, and move teams toward solutions that matter.

What You'll Bring

- Bachelor's degree in Engineering (industrial, mechanical, manufacturing, service systems, chemical, aerospace) or a closely related field.
- Lean Six Sigma Black Belt certified or equivalent continuous improvement background.
- 3+ years of experience in business process engineering, improvement, or continuous improvement roles.
- Strong business acumen (finance, analytics, ROI quantification).

Bonus Points If You Have

- Master's degree (Business Administration, Operations Research, Data Analytics, Engineering Management) or a closely related field.
- Experience with BPM tools (SAP Signavio, Lucidchart, or equivalents).
- Experience in business architecture and process classification frameworks (taxonomy, TOGAF, APQC, ArchiMate, business process standards such as BPMN).
- Experience with TQM and statistical process control techniques (e.g., Minitab).
- Experience with data analytics tools like Tableau/Power BI for visualization & insights.
- Experience working with Product and Software Development teams (SDLC, Agile, etc.)

Work Location

This is a full-time, in-office position at WGU's headquarters in Salt Lake City, UT.

What to Expect

At WGU, our mission drives everything we do-including how we hire. Our interview experience is designed to give qualified candidates the opportunity to show their best work through meaningful conversations, practical problem-solving, and authentic collaboration.

We thoughtfully review every application and invite forward the candidates whose experience and potential best align with the role and our mission. If selected, you'll hear from a recruiter or hiring manager who will guide you through the process and help you know what to expect at each stage. We aim to communicate decisions promptly and respectfully.

Here's what that typically looks like:

- Introductory call (~30 minutes): We'll walk you through who we are at WGU and learn about your relevant experience.
- Hiring manager interview (~45 minutes)
- Onsite interview (2+ hours)

We're looking forward to getting to know you and seeing how you think, collaborate and build. Welcome to WGU.

Position & Application Details

Full-Time Regular Positions (classified as regular and working 40 standard weekly hours): This is a full-time, regular position (classified for 40 standard weekly hours) that is eligible for bonuses; medical, dental, vision, telehealth and mental healthcare; health savings account and flexible spending account; basic and voluntary life insurance; disability coverage; accident, critical illness and hospital indemnity supplemental coverages; legal and identity theft coverage; retirement savings plan; wellbeing program; discounted WGU tuition; and flexible paid time off for rest and relaxation with no need for accrual, flexible paid sick time with no need for accrual, 11 paid holidays, and other paid leaves, including up to 12 weeks of parental leave.
How to Apply: If interested, an application will need to be submitted online. Internal WGU employees will need to apply through the internal job board in Workday.

Additional Information

Disclaimer: The job posting highlights the most critical responsibilities and requirements of the job. It's not all-inclusive.

Accommodations: Applicants with disabilities who require assistance or accommodation during the application or interview process should contact our Talent Acquisition team at recruiting@wgu.edu.

Equal Employment Opportunity: All qualified applicants will receive consideration for employment without regard to any protected characteristic as required by law.
As an equal opportunity employer, WGU recognizes that our strength lies in our people. We are committed to diversity.
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